

## **Agenda for Welcome Team Dinner and Training Feb 2008**

6:00 Dinner begins

6:30 Welcome and overview of evening

6:40 Stories of success and appreciation

7:00 Jacqueline Duhart on Hospitality and welcoming the stranger

7:20 Overview of Welcome Team responsibilities:

- Review: Seating times, importance of Holly Ave. greeters, Family Welcome Center downstairs, Parents' Room, proactive ushering, idea of Parish Hall floater

7:30 Hand out draft "Welcome Team Instruction Manual" and "Special Sundays that need extra Welcome Team" attention.

Do a mock service run through - invite people to think about where they'd add photos for instructions, and also if there's any special dates we missed.

Split into two groups to run through these 4 stations:

Station 1: Meet at Holly Ave. entrance, then move to outside the sanctuary and discuss:

- Greeting at Holly Ave.
- Answering the phone
- Visitors table (guest book and what we do with names, visitor nametags)
- Nametag station (greeting people, what nametags are available)
- Station outside sanctuary after doors close (how to handle latecomers, what seating times are appropriate, not to seat people during the anthem, folding chairs outside OK, but not inside)
- Bell ringing 15 mns before and during service (12 times)
- Asking people not to bring in beverages
- Cleaning up after the service

Station 2: Meet inside the sanctuary and discuss:

- Orders of service (both regular and large print and where to get them if they're missing)
- Leading people to seats (how to scan for empty spots, signals you can use, telling people you'll take them to a seat)
- Hearing devices
- Closing the sanctuary doors (and when and how to open them at the end)
- Special instructions
- Census form: where to get it, where to leave it
- Count people from Balcony
- Offering baskets: checking to make sure they're there, what to do if they're not
- Roping off rows
- Hymnals
- Visitor forms
- Receiving the offering

Station 3: Meet in the bookstall alcove and discuss:

- Hooking open the Parish Hall doors
- Welcome Table (where to find the box, how to set up the table, typical questions to expect, materials available to help you answer them, the question book)
- Offering Counting (how to put in safe)
- Overall timing (when to arrive, when to close doors, when to prep coffee, when to sneak out of service to serve coffee)
- Parents' room
- Location of various places in building: note that we have maps at the welcome table and the visitor table.
- How to help parents with kids
- Lost and found

Station 4: Meet in the kitchen and discuss:

- Coffee service (how to set it up, when to set it up, how to make coffee, where to find mugs for people who have a hard time holding cups)
- Running the Dishwasher

8:00 Feedback on Welcome Team manual

8:30 Out of here!